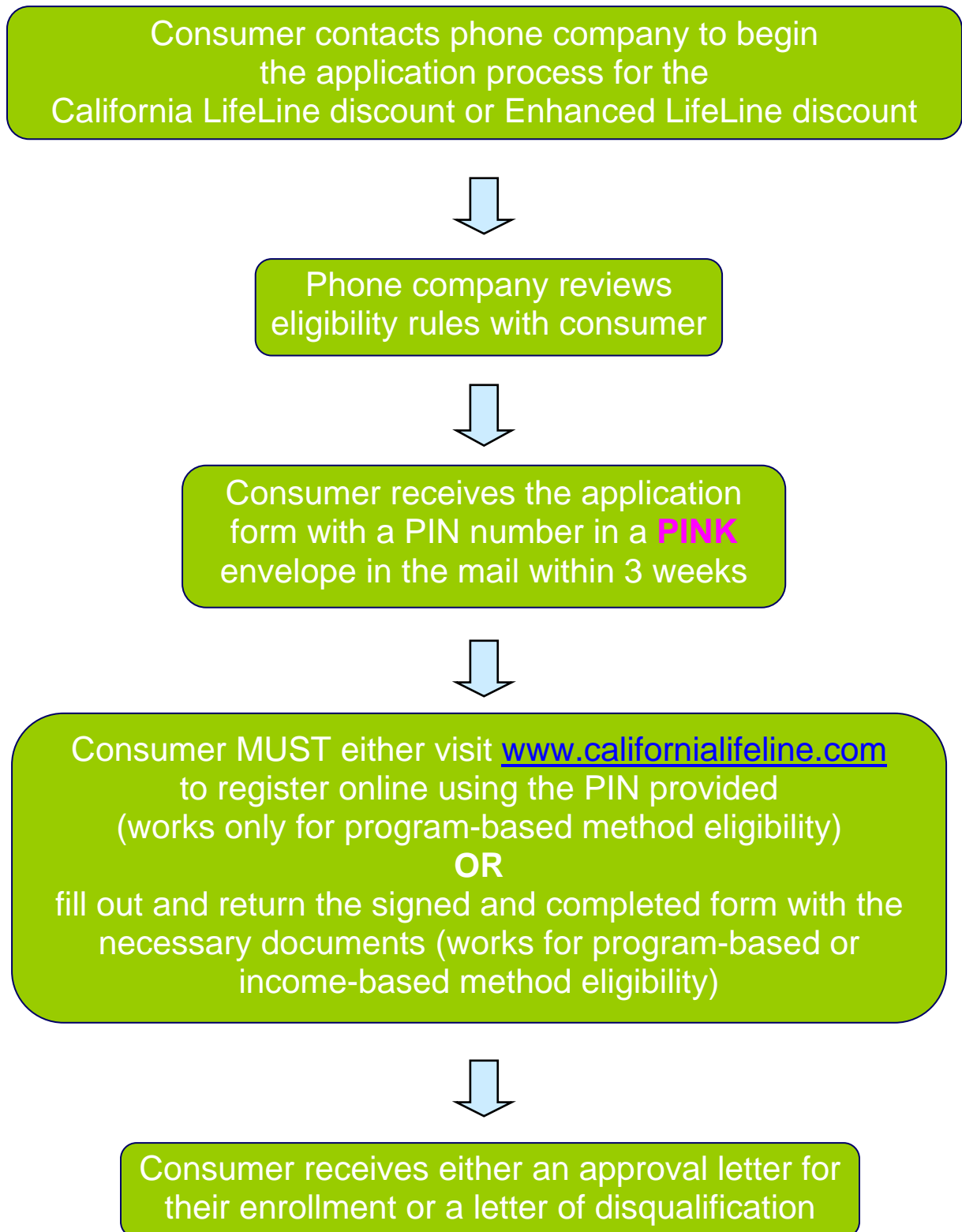


APPLICATION PROCESS



New applicants for the California LifeLine Telephone Program must be approved before the California LifeLine discounts are received. If you apply to be in California LifeLine, you will pay the regular rates for basic home phone service until your application is approved. Please be sure to ask the telephone company what they are so you will be aware of these rates and fees.

To help you pay the up-front costs of establishing your home phone service like the service installation/connection fee, service conversion fee, and deposits, you can request to be on an interest-free payment plan. This will spread out your payments in more manageable amounts while you wait for your eligibility to be approved for California LifeLine. Payment plans can vary between the different home phone companies.

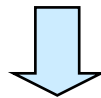
After being approved by the California LifeLine Administrator you will be refunded the difference between the regular rates and the California LifeLine discounted rates for any applicable monthly service charges, service installation/connection fee, service conversion fee, and deposits for basic home phone service.

You will receive a bill credit with the California LifeLine discounts retroactive to the date your service began or the date you requested to be enrolled, whichever is later. If your bill has a net credit balance of \$10.00 or more, you may request a refund check from your home phone company. Otherwise, the refund will just be a credit on your account.

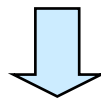
ANNUAL RENEWAL PROCESS

(For current California LifeLine participants only.)

Current California LifeLine participants automatically receive the renewal form with a PIN number in a **PINK** envelope by mail



Consumer MUST either visit www.californialifeline.com to renew online using the PIN provided (works only for program-based method eligibility)
OR
fill out and return the signed and completed form with the necessary documents (works for program-based or income-based method eligibility)



Consumer receives letter confirming their renewal or disqualification

California LifeLine requires all existing California LifeLine customers to renew their participation on an annual basis. Each year, on the consumer's anniversary date, current participants will receive a California LifeLine renewal form with a PIN number in a **PINK** envelope. If a consumer does not renew their participation in California LifeLine, then they will be dropped from the program. Regular home phone rates for basic service will then be charged.

ACCEPTABLE INCOME DOCUMENTATION

- Statement from employer on letterhead with dates, wages and income for 3 consecutive months
- Paycheck stubs - 3 consecutive months
- Prior year's state, federal or tribal tax return
- Child support documents
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation, and/or Worker's Compensation
- Divorce decree
- Other official documents

IMPORTANT TO MEET DUE DATES

Whether a consumer applies online **OR** fills out and mails the signed and completed form, he/she ***must*** respond by the due date. Consumers can find the due date on the application and renewal forms.

- If the consumer submits an incomplete application or renewal form, the consumer will receive a new form.
- If the consumer lost their PIN, they can call the California LifeLine Administrator to retrieve it.
- If the consumer needs new forms, they can call the California LifeLine Administrator for a replacement.

POSSIBLE REASONS FOR DISQUALIFICATION

- The consumer does not return the form or register online by the due date.
- The form is incomplete.
- The consumer is found to be ineligible for California Lifeline.
- The form is incorrect (and is not considered correctible).
- The consumer did not provide the appropriate documents to prove eligibility.
- The person signing up was claimed on someone else's income tax return as a dependent.
- The consumer was already receiving the California LifeLine discount, and was not eligible for a second phone line with the California LifeLine discount.
- The form did not have the consumer's signature.

POSSIBLE CONSEQUENCES OF DISQUALIFICATION

- Not receiving the discounts.
- Paying regular rates for regular home phone service.
- The consumer may be required to pay a service deposit.
- Interest may be charged.
- The consumer can still reapply and go through the application process again. The process will start over, and the consumer will have to pay a service conversion fee.
- The consumer can also appeal a denial or disqualification by calling the CPUC's Consumer Affairs Branch at 1-800-649-7570.